

Fig. 1

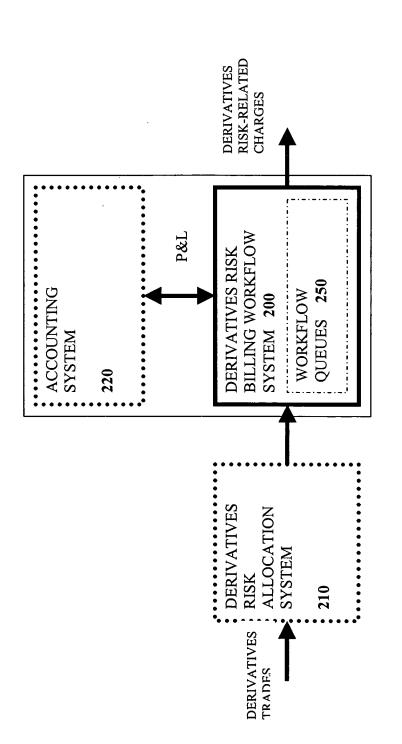


FIG. 2

BUSINESS VIEW

"DO NOT BILL" QUEUE 257 250 WORKFLOW QUEUES EVENT QUEUE 255 UNEXCLUDED UNFROZEN/ QUEUE 253 EXCLUDED QUEUE 251

FROZEN/

PENDING VIEW

INVOICE QUEUE 259

BUSINESS QUEUE 258

QUEUE 256

DISPUTED

ITEMS

THRESHOLD

FAILED

QUEUE 254